

SERVICE UPDATE

Important update for action

Microsoft Teams web app will no longer support Microsoft Internet Explorer 11 after 30th November 2020

At the end of this month (November), the Microsoft Teams web app will no longer support Internet Explorer 11. This will affect forces who connect to the National Enabling Programmes (NEP) tenant and join meetings via this version of the web browser. If this is the way you connect to the NEP tenant, you will need access to another browser or the Teams app before the end of November.

Microsoft 365 apps and services are focusing on modern browser support over the next twelve months and, as a result, after 30th November 2020, users who try to access the Teams web app using IE 11 will be notified to use the desktop app or access the web app from Microsoft Edge.

Please note, if you already have an NEP Windows 10 device, or the desktop app, no action is required.

The IE 11 changes are specific to the Teams web app. IE 11 remains a supported browser as a component of the Windows operating system and will [follow the Lifecycle Policy](#) for the product on which it is installed.

The new Microsoft Edge Chromium browser offers responsive access to Teams and includes Microsoft's latest security. You can also still run business-critical, Internet Explorer-based apps and sites in the new Microsoft Edge through Internet Explorer mode. The new Microsoft Edge is the planned replacement for Microsoft Edge Legacy and included within the latest Windows 10 1909 design - if you already have the new Microsoft Edge Chromium on your device(s), no action is required.

If you'd like help to upgrade all your organisation's devices to the new Microsoft Edge Chromium browser, contact your delivery team now.

Quick guide of actions:

- **The Microsoft Teams web app will no longer support Internet Explorer 11 after 30th November 2020.**
- **To access Microsoft Teams, use the Win-32 app, Microsoft Edge Chromium, or another supported browser.**
- **Notify your users to access Teams in these other ways.**
- **Update any applicable user training and prepare your helpdesk.**

If you would like more information or assistance, contact your NEP Delivery Team.